

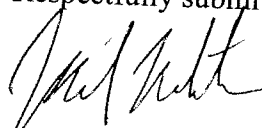
REMARKS

The specification has been amended to change the Title from "A PROCESS FOR IDENTIFYING POTENTIAL CUSTOMERS FOR BUSINESS OUTSOURCING" to "A PROCESS FOR IDENTIFYING POTENTIAL CUSTOMERS." Similar changes have been made in the Abstract. Support for these changes can be found throughout the application and particularly at page 3, lines 12 et seq.

In order to reduce the number of claims to 25 or fewer in total, claims 4, 5, and 19 have been canceled, and claims 20 and 21 have been amended to correct for dependency. This amendment is made without prejudice to the canceled subject matter and is made solely to satisfy new U.S.P.T.O. Rules on claims. The applicant requests a refund for three canceled dependent claims to be credited to Applicant's Deposit Account 50-0510 (IBM Corporation).

The Examiner is invited to contact the undersigned at the telephone number listed below, if needed. Applicants hereby make a written conditional petition for extension of time, if required. Please charge any deficiencies in fees and credit any overpayment of fees to Applicants' Deposit Account No. 50-0510 (IBM Corporation).

Respectfully submitted,



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